

# WOODS POINT NEWSLETTER

AUGUST 2021

## *Daffodil Day*

*Friday August 27th is National Daffodil Day, the daffodil being the symbol of hope.*

*The Cancer Council of Australia are asking all Australians to be the “power behind the flower “ to support the thousands of Australians who are currently undergoing treatment and to remember loved ones lost.*

*Woods Point Staff and Residents will be wearing a touch of yellow in support this daffodil day.*

# Exercise fun



Daily exercises are held by our Physiotherapist Kim and staff member Jess to the beat of music and equipment to support movement. Great way to stay active and keep the muscles moving.

# Yoga balls are great exercise





## August Birthday's

Rose Lister	8th
Kathleen Campbell	20th
Joan Davis	20th
Rita McDonald	23rd
Betty Hutchinson	27th
Phyllis Cooper	28th

May you all enjoy the celebrations on the day of your birthday.





Lily, Carmel, Iris, Joan, Rae and Teresa enjoying a chat whilst making some delicious muffins for afternoon tea. The treats were enjoyed by all. We look forward to more treats.



## Residents Meeting Summary:

Next Meeting 5th August at 10.30am

### Restrictions:

Are according to the Victorian government guidelines and change regularly.

You will be updated regularly of any changes.

**Please ensure that all visitors have their masks on at all times during your visit**

New doors are a green push button air opening door for Wing 1, 2, 3 and 4.

**Please ensure you press the button and wait for it to open automatically. Do not push on the doors.**

### **Meal feedback:**

Wraps were enjoyable. Prawn cocktail enjoyable.

Why is the evening meal different to what is on the menu? – this is being dealt with and a message has been sent to all cooking staff to ensure adherence to the menu.

All present agreed the menu should be what is offered.

Alternatives will always be offered as able such as sandwiches or salads.

## Opportunity to improve and Complaints

Consumer Information Booklet April 2021 version page 21.

We are committed to creating a positive, blame-free, resolution – focused culture where concerns are encouraged and viewed as an opportunity to learn why something happened and how it can be improved. These opportunities allow us to strengthen our relationship with you and your representatives.

You are encouraged to provide feedback and/or discuss issues of concern with the staff member providing your care, the care manager, senior manager or at consumer meetings or focus groups which are held from time to time.

The purpose of a focus group is to seek input and feedback about specific matters that affect consumers. The learning from the discussion can then be used to inform future action or it can be used to demonstrate the effectiveness of action that has been taken.

Throughout the year there will be surveys conducted to seek your feedback about different aspects of the care and services we provide.

You are encouraged to complete an Improvement Form to let us know what we are doing well, where we can improve or if you have a concern.

An Improvement form is included in this booklet, further copies are available in main lounge area. Staff can assist you to complete an Improvement Form for you.

You have the right to raise issues of concern without writing your name if you do not wish to be identified.

Completed forms can be;

- Posted to the manager
- Placed in a locked box located in main lounge or

Given to a staff member

In addition to Improvement Forms you may discuss issues of concern with Director of Nursing/Deputy Director of Nursing during office hours, the Registered Nurse in Charge or at Consumer meetings.

We will work with you to promptly address and resolve issues using our Complaint Handling procedure that includes:

**Acknowledging** all complaints quickly

**Assessing** the associated risk & allocate a priority

**Response** to the complainant with a clear decision

**Follow up** any concerns

**Consider** whether there are systemic issues.

All concerns raised are treated confidentially, promptly and fairly.

If you would prefer to speak to an independent person the following services are available. Brochures about these services are available at front reception.



## The Aged Care Quality and Safety Commission (Commission)

This is a free service for anyone to raise a concern about safety or quality of care and services within Commonwealth funded aged care homes.

Tollfree: 1800 951 822

Address: GPO Box 9819

(In your capital city)

Online complaints form :

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

## Elder Rights Advocacy (Victoria)

This is a free and confidential service promoting the rights of people receiving aged care services

Telephone: (03) 9602 3066

Tollfree: 1800 700 600

Email: [era@era.asn.au](mailto:era@era.asn.au)

Phone 131450 for the Translating and Interpreting Service (TIS) and ask them to contact the Commission on the above number.

For hearing or speech impaired phone the National Relay Service 1800 555 677 then ask for the Commission on the above number.

If you would like a copy of our *Complaint Handling Procedure* or more information please contact: Director of Nursing/Deputy Director of Nursing during business hours.

**We are here  
for you**

No matter what type of visual support you need, Vision Australia can help.

Our DVA services include low vision assessments, allied health and library services. We also provide a range of products for different visual needs to help you maximise your vision, so you can continue to live the life you choose.



All Vision Australia Vision Stores follow Government health advice in line with current COVID-19 restrictions and protocols.

## **Book your Low Vision Assessment. Call 1300 36 54 92**

### **Terms and Conditions**

All products featured in this brochure have been included on the basis that the items will be available at the time of print. Unexpected supplier issues may arise and result in some products not being available.

\*Available to DVA Gold Card (all conditions) and White Card Holders (specific conditions) subject to pre-approval and assessed clinical need. Pre-approval products are under DVA Rehabilitation Appliance Program & Pricing Schedule for Visual Aids and supply limits apply.

The material presented is for general information only. For further information please contact Vision Australia.



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Australia**

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**Life doesn't have  
to change because  
your vision does**



## Products to help power your independence

Featured here are our most popular aids for Veterans which are simple to use when keeping in touch with family, friends and support services. As part of your Low Vision Assessment, our specialists will devise a plan and help you select the best solution for your specific needs.



### 1.75x Desktop Magnifying Lamp with LED

This desktop LED magnifying lamp provides 1.75x magnification. Ideal for hands-free tasks like reading, sewing or hobby work.

Product Code: ES1107



### Eschenbach Mobilux 3.5x LED Handheld Magnifier



Traditional handheld magnifier with 3.5x magnification and inbuilt LED light to provide extra illumination. Available in a range of strengths.

Product Code: ES0550

### Aluminium Book Stand



Black aluminium reading stand with eight adjustment angles. Lightweight and robust. Allows close up work without neck strain.

Product Code: ES3002

### Fitover Glasses



The fitover glasses are designed to fit over prescription spectacles. They have polarised lenses to cut out uncomfortable UV rays.

Product Code: Wide selection available

# Pajama day

Ladies, gentlemen and staff dressed up in their pajamas for the day, to raise awareness and support for children in foster care. Many different types of pajamas were on display!



Alan Hargreaves joined the pajama day dressed in his attire for the day. Thank you Alan for being part of the day and joining in.

Pictured are Isa Ireland, Lily Walters and Betty Jones joining in on the days activities.

*Our sympathies to the families of  
Frank Churchill and Lorne Scoble.*

*May they Rest in Peace.*

# Birthday Party for Isa



This was an occasion to celebrate for Isa Ireland—100 years! All the residents joined the afternoon tea with flowers, gifts and the most delicious cake made by Mal. The smile says it all for Isa.






Ladies enjoying a chat and some knitting.

Pictured are Elaine, Noreen Muriel, Betty, Rae sorting out the wool and knitting up some lovely pieces.



We encourage all residents to be a part of the activity program. Enjoy in the range of activities held during the month . It is a great way to socialise, keep you engaged and ensure your days are filled with enjoyable events.

# GOULBURN & OVENS AUGUST 2021

MON	TUES	WED	THUR	FRI	SAT	SUN
30- 9.30-Exercise 10.30-Rock Painting 11.30-Word Fun 1.30-Bake Cookies 3.15-Discussion	31- 9.30-Exercise 10.00-Catholic Church 10.30-Carpet Bowls 1.30-BINGO	 4 - 9.30-Exercise 10.30-Gardening 2.00-JOHN PORTER 2.00-Anglican Church 3.30-Word game Quiz	 5- 9.30- Exercise 10.30-Res/Rep/Meeting 11.00-Quiz 1.30-BINGO	 6- 9.30-Exercise 10.30- Bobs 1.30-Kiosk 1.30-Quiz 2.30-Happy Hour	Saturday Afternoon Movie	1 NO ACTIVITY STAFF
2- 9.30-Exercise 10.30-Word Chal- lenge 1.30-Scenic Drive 3.00-Nails/Massage	3 9.30-Exercise 10.00-Catholic Church 10.30-Carpet Bowls 1.30-BINGO	11- 9.30-Exercise 10.30-Bobs 1.30-Nails/Massage 2.00-Anglican Church- 3.00-MONTHLY BIRTHDAY	12 - 9.30- Exercise 10.30-Bobs 1.30-BINGO	13- 9.30-Exercise 10.30-Bobs 1.30-Kiosk 1.30-Quiz 2.30-Happy Hour	Saturday Afternoon Movie	8 NO ACTIVITY STAFF
9- 9.30-Exercise 10.30-Cooking 1.45-Word Challenge 3.00-Afternoon Tea Reading	10-9.30-Exercise 10.00-Catholic Church 10.30-Carpet Bowls 1.30-BINGO	18- 9.30-Exercise 10.30-Planting Flowers 1.30-Bean Bag Toss 2.00-Anglican Church 3.30-Word/Quiz	19- 9.30- Exercise 10.30-Scenic Drive 1.30-BINGO	20- 9.30-Exercise 10.30-Scrabble 1.30-Cooking 1.30-Kiosk 2.30-Happy Hour	Saturday Afternoon Movie	15 NO ACTIVITY STAFF
16- 9.30- Exercise 10.30-Bobs 2.00-COLWATSON 3.15-Afternoon Tea Discussion	17- 9.30-Exercise 10.00-Catholic Church 10.30-Carpet Bowls 1.30-BINGO	25- 9.30-Exercise 10.30-Craft 1.30-Scenic Drive 2.00-Anglican Church 3.30-Nails	26- 9.30 - Exercise 10.30-Craft 1.30-BINGO	27-9.30-Exercise 10.30-Word Challenge 1.30-Kiosk 1.30-Quiz 2.30-Happy Hour DAFFODIL DAY	Saturday Afternoon Movie	22 NO ACTIVITY STAFF
23- 9.30-Exercise 10.30-MULAWA MUSEUM 1.45-Word Challenge 3.15-Quiz	24 - 9.30-Exercise 10.00-Catholic Church 10.30-Carpet Bowls 1.30-BINGO			28	Saturday Afternoon Movie	29 PROGRAM SUBJECT TO CHANGE.